



Middle East & North Africa
Personal Communication Sector

Field Service Information

V3 keypad and Speaker Noise

Our Reference: SI4_1_2005

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Classification:

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Date: Jan, 15, 2005

Our Reference: SI4-1-2005

Product/System: V3

Subject: **V3 Keypad and Speaker Noise**

FIELD SERVICE INFORMATION

Problem

Service is aware that some customers have raised concerns about noises heard emanating from the keypad and speaker. These concerns have been evaluated by the engineering team and their determinations are shown below.

Solution

Customer concerns about a high pitched tone at the earpiece speaker is due to the normal operation of the display. This tone is normally heard when phone is held near the ear before making a call. When a call is active the software in the phone changes the frequency of the tone to one at or below the low end of the normal audible range (Please note that persons with sensitive hearing may still be able to hear the tone).

The second concern that customers have raised is a hum that can be heard when the keypad is held close to the ear (Much closer than when in normal calling position). This hum is due to the inherent properties of the electro-luminescent backlights used in the product.

Service Action

Customer Returns:

When servicing any V3 customer returns with a complaint concerning tones or noise from either the speaker or keypad area:

1. Verify that noise or tone is consistent with normal operation by:
 - a. For tone in speaker verify that tone is eliminated or reduced to a non-distraction level by placing unit in a call and listening to earpiece speaker.
 - b. For keypad hum listen to keypad when backlights are active and wait until backlights time out. Hum should follow action of backlights. (lights-on=hum-on off=off).
2. If tones or noises are found to be inconsistent with normal operation then proceed with normal troubleshooting procedures.

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Service Inventory:

No action required at this time

Call Center Action

When responding to customer inquiries regarding noise or tones in speaker or keypad area, please have customer verify suppression or elimination of tones as described in Service Action area. If tones or noise is inconsistent with normal operation then advise customer to return unit to a Motorola authorized service center for detailed evaluation and repair.

Service Entry Code

M Claims:

Customer complaint: USR01 User request – General inspection

Problem Found: NFF00 No Fault Found

Reference designator: XCVR Transceiver

Repair Code: RTU01 No repair performed, Tested and passed spec

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